		THE CORPORATION OF THE TOWN OF GANANOQUE ALTERNATIVE FORMAT DOCUMENTS POLICY	
POLICY NO.	2017-06	APPROVAL DATE:	July 18, 2017
AUTHORITY	Council	EFFECTIVE DATE:	July 18, 2017
SUBJECT	ALTERNATIVE FORMAT DOCUMENTS - ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O. Reg 429/07		

POLICY

The Corporation of the Town of Gananoque is committed to providing accessible information and communications to all of our customers.

The Town recognizes that people with disabilities often use methods other than standard print to access information.

It is the policy of the Corporation of the Town of Gananoque to provide any correspondence, invoices and other documents in an alternative format upon request.

OBJECTIVE(S)

The objective of this policy is to:

- Describe the process for requesting and providing alternative format documents

PROCEDURES

Statement of availability of Alternative Format documents

All correspondence, invoices and other documents distributed by the Town of Gananoque to the public will be made available in alternative format documents upon request. The following statement will be made on the Town’s homepage of the website:

“The Town of Gananoque strives to provide information in a format accessible to all people. Complete a request form available at Town Hall (30 King St. E.) or online at www.gananoque.ca or contact the Accessibility Coordinator at (613) 382-2149 ext. 1120 to request an alternative format”.

Types of Alternative Formats Available

The types of alternative formats available include:

- Large Print
- Hard copy or email
- Audio format such as digital audio
- Simplified summaries

Requesting an Alternative Format Document

The Town shall provide any correspondence, invoices or documents available to the public, or the information contained within, in an alternative format upon request.

An alternative format can be requested by completing the request form available at the Town Hall service counter, online or by contacting the Accessibility Coordinator. The Accessibility Coordinator will forward the request on to the department responsible for creating the original document.

Please see Appendix A for the Alternate Format Request Form template.

Providing Alternative Format Documents

When providing a document requested by a person with a disability, the Town will provide an alternative format that takes into account the particular individual's communication needs.

When a request is made from a person with a disability for a document in a different format, discussion regarding what options they have available will take place and be mutually agreed upon.

Alternative formats will be provided within a reasonable period (no longer than 10 business days).

Enquiries

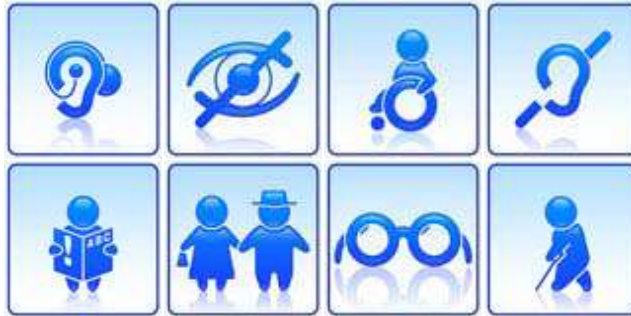
Town Clerk (Accessibility Coordinator)

Town of Gananoque

Telephone: 613-382-2149



ALTERNATIVE FORMAT REQUEST FORM



Policy Statement

The Corporation of the Town of Gananoque shall provide any correspondence, invoices or documents available to the public in an alternative format upon request. The format will be mutually agreed upon and provided within ten (10) business days.

Name: _____

Address:

Telephone: _____ Email: _____

Document(s) requested:

Preferred format:

Date: _____

On behalf of the Town of Gananoque, we would like to thank you for your patience in this matter. Please submit completed forms to 30 King St. E. P.O. Box 100, Gananoque, ON K7G 2T6 or Fax to (613) 382-8587 or by email to clerk@gananoque.ca.